

# Evidence of identity and residency



We are committed to the international effort to detect and prevent money laundering, terrorist financing, and proliferation financing. To help with this, it is an important regulatory requirement that we verify the identity and residential address of our customers.

## Evidence of who you are

**We will need a certified copy of one of the following, which must include your place of birth, a clear image of your face, and a clear image of your signature:**

- valid current signed passport
- government issued National Identity card
- current photo-style full driving licence.

Please note that we cannot accept an original document.

## Evidence of where you live

**We will need a certified copy of one of the following confirming your residential address:**

- utility bill (electricity, water, gas, oil) dated within the last six months. We cannot accept mobile bills.
- bank or credit card statement dated within the last 6 months (this cannot be an online statement)
- current driving licence
- tenancy/lease agreement
- government issued National Identity card
- State pension letter
- an original letter from your employer on their headed paper.

If you usually use a PO Box address, we need to receive a certified copy of a utility bill that references your actual address.

## Notes

1. You cannot use the same document as evidence of both your identity and your actual residential address.
2. We are unable to accept screenshots or other evidence taken from an online source.
3. Please send your documents by post, to the address below, as we are unable to accept faxed or emailed copies.
4. If you have any doubt over the documentation, please contact us on +44(0) 1722 415 088 (phone). or olab@dgaviva.com (email).

### Please send your documents to:

Aviva  
P.O. Box 1550, Salisbury, SP1 2TW,  
United Kingdom

## Certification Procedure

You may wish to take this guide with you to ensure the certification procedure is followed

### All certified documents must include the following:

- a statement from the certifier: "I certify that this is a complete and accurate copy of the original document that I have seen, and (where applicable) that the photo is a true likeness of the individual..."
- the certifier's full name and signature
- the date the document was certified
- the position or capacity of the certifier
- business address, email and telephone number of the certifier.

### Acceptable certifiers

- solicitor, lawyer or attorney
- bank manager or authorised bank employee
- independent financial adviser (IFA)
- notary public/Commissioner for Oaths.

Please ensure you include the certifier's contact details with your documents. The certifier must be independent and not related to you.

**Date of Certification must be no more than 6 months old.**

**Any missing information will delay your claim.**

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### **Aviva Life & Pensions UK Limited**

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ID\_EVIDENCE HL67001 08/2024

